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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 09/11/2001

[redacted]
[redacted] was advised of the identity of the interviewing agent and the purpose of the interview. [redacted] then provided the following information:

Customer service representative [redacted] took an airphone call this morning from TODD BEAMER, aboard United Airlines Flight 93. The call was then turned over to her [redacted]. [redacted] took notes of their conversations, which were turned over to the interviewing agent. [redacted] also typed out a summary of the events, which was turned over to the interviewing agent. During one of the BEAMER conversations, [redacted] a "print screen" to document BEAMER'S credit card number. This printout was also turned over to the interviewing agent.

[redacted] Network Operations, put together spreadsheets containing all the cellular calls made from United Airlines (UA) flights 93 and 175 on today's date. The information was derived from GTE ACIS, their billing system. They first compiled all the calls originating from UA 757s. The calls from the flights in question were then extracted and listed separately on the spreadsheets.

Each call is listed on a separate row. The information on the second and third pages relates to the corresponding call on the first page. The times listed under the page one column "CALL DIAL TIME" are believed to be noted in the time zone of the originating caller, eastern standard time. The telephone numbers dialed from the airphone are noted under the page one columns "COUNTRY DIAL NUM", "NPA CITY CODE", "NNX", and "PHONE LINE." The page one column "CUSTOMER ROLE BIL" denotes the method of payment for the call. IF that column shows the word "CARD," the corresponding credit card is listed eight columns to the right, under the heading "SCP_CARD ID." The page one column CCS.NAME11CHR(95)11CCS.NA denotes the callers' name if that person is already in their billing system. Under the page one column "ANSWER STATUS", the number 0 indicates no answer and the number 1 indicates the call was answered. Under the

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HEREIN IS UNCLASSIFIED
DATE 12-14-2006 BY 60324 AUC/BAW/CPB/YMW

Investigation on 9/11/2001 at Oakbrook, IL

File # 265A-NY-280350

Date dictated 9/11/2001

by SA [redacted]:dm

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page one column heading "TERMINATION TYPE," the number 0 indicates a normal termination and the number 1 indicates an abnormal termination. An abnormal termination could be caused by a loss of signal, a sharp turn by the airplane, or the airplane moving out of range. Under the page one column heading "TERMINATION DIRECTION", the number 0 indicates the call was terminated in the air and the number 1 indicates the call was terminated on the ground.

Under the page two column heading "TERMINATION REASON CODE", the number 0 indicates a normal termination. The number 22 indicates invalid data, while the number 24 indicates the credit card was denied. Under the page two column "LANGUAGE_IND", the number 1 indicates the call was in English. The page two column "DISTRIBUTION UNIT" is short for cabin distribution unit (CDU). Most 757s have two CDUs per airplane. Usually the CDUs are located in the rear of the airplane. Each airphone handset is connected to one of the CDUs. The page two column heading "TERMINAL UNIT" represents the particular unit number assigned to each airphone. The lower the number, the farther the unit is physically located from the CDU. The page two column heading "CITY" lists the cellsite location from which the call originated. The page two column heading "NUM_OF_HANDOFFS" notes the number of times a call was transferred to a different cellsite.

The page three column heading "SCP_DURATION" denotes the length of the call in seconds.

provided a paper copy of each spreadsheet to the interviewing agent, as well as a copy on a 3.5 inch diskette under Microsoft Excel 97.